

MASTERCARE



The first 90 Days

To do list:

Setting the stage for long-term enjoyment of your new home starts with ensuring the protection of your home's warranty. Here are some important items, milestones, and tasks you should be aware of. Keep this checklist accessible so you know exactly what to do – and expect – during the first 90 days and beyond.

1 to 2 weeks before you receive your keys

	Contact Canada Post at www.canadapost.ca to obtain your new postal code and apply for your mailbox key.
	Check in with your lawyer and financial institution to ensure you have everything required.
	Contact utility and service providers (water, gas, hydro, Bell, Rogers, etc.).
	Start changing your address on your ID, at work, your bank, etc.

Day 1 – key day!

	Receive your keys!
	Review any items that you identified at your PDO with your Minto Construction Team member and confirm if they have been addressed to your satisfaction.
	Do a reading of your utility meters and record the numbers so you can double check at your first billing.

Your first 7 days

	If anything from your PDO remains incomplete or is not yet scheduled for repair, connect with your Minto Construction Team member to schedule.
	Register your new home warranty with Tarion at www.tarion.com/myhome .
	Contact the City of Ottawa to receive your vouchers to pick up your free recycling bins.

25 days in your new home

Live in your home and note any items of concern. Expect to find some warrantable items you'd like Minto to address. Keep a list.

Complete your 30-Day Warranty Form on the Tarion 'MyHome' website noting any warrantable items you'd like Minto to address. Please also send a copy to the Minto MasterCare Warranty Team. Make sure you submit before your 30-Day deadline to protect your warranty.

45 days in your new home

Receive a call or email from the MasterCare Warranty Team who will schedule any required work day(s) to address repairs noted on your 30-Day Warranty Form.

Fill out your Customer Satisfaction Survey – your feedback is important to us! You will receive an online Customer Satisfaction Survey by email from AVID Ratings Inc. We appreciate every one that is completed and use it to make positive changes to our services. We read every comment.

60-90 days in your new home

Plan to be home for repair days. On average, homeowners have 2-5 work days where Minto requires access to your home to address warrantable items you have noted on your 30-Day Warranty Form. Although Minto is permitted 120 days to address any repairs from when you submit your 30-Day Warranty Form, we always strive to schedule work sooner. Work days require us to procure any needed materials and take some time to schedule and coordinate with the Trades, so we appreciate your patience. At Minto, we target completion within 3 months of moving in.

90 days and beyond in your new home

External items that require addressing or adjustment (caulking painting, driveways, or sod) may take place beyond 90 days when the temperature/weather is more appropriate.

If you have any warrantable long-order items to be addressed (such as cabinets, windows, etc.), plan to be home for an additional repair day beyond your 90 day mark.